

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Micro Technologies Inc.

Maine Manufacturing Extension Partnership

Micro Technologies, Inc. Improves Efficiency with Assistance from Maine MEP

Client Profile:

Micro Technologies is an aquatic animal health laboratory which provides diagnostic, certification, and veterinary services to a domestic and international client base as well as a grant supported research & development program. They are the only commercial laboratory providing comprehensive testing and health services to private sector businesses, government agencies, and scientific research institutions involved with aquatic species. Micro Technologies is U.S. Department of Agriculture (USDA) approved for export testing and recognized by numerous international, state, and provincial regulatory authorities. The company employs 10 people at its facility in Richmond, Maine.

Situation:

Micro Technologies approached the Maine Manufacturing Extension Partnership (Maine MEP), a NIST MEP network affiliate, in search of business methods that would help them in identifying workforce development opportunities, planning a new laboratory/vaccine manufacturing facility, and implementing an ISO 17025:2005 Quality Management System, which would provide the company with a competitive advantage in the aquatic animal diagnostics marketplace.

Solution:

Maine MEP project managers performed a business assessment and developed a report outlining strengths and weaknesses that led to workforce development recommendations and training that was partially funded by the H1B Technical Skills Training Program. The report catalyzed the company's strategic plan and a unified business focus. Energized by the assessment, the management team engaged in overall Lean training events along with ISO 17025:2005 training. An internal Lean champion was identified and a plan established to perform Kaizen events on a periodic basis in the facility. The position of Quality Manager was created to support the efforts of the ISO 17025:2005 Quality Management System. The assessment also led to a workforce development plan that identified specific training for key individuals in functional areas such as microbiology, aquatic animal health, business planning, and internal auditing.

Results:

- * Achieved ISO 17025:2005 certification.
- * Increased sales by 20 percent.
- * Reduced lead times by 15 percent.
- * Reduced travel time by 55 percent.

Testimonial:

"Working with Bob Doiron and his team at Maine MEP, Micro Technologies was able to incorporate Lean principals throughout our laboratory thereby reducing time and increasing efficiency. More

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importantly, by sending most of our employees and management to the Lean manufacturing workshops, there has been a fundamental shift in our thinking giving us an excellent foundation to deal with anticipated future growth. In addition to learning and incorporating Lean principals, we have worked with Maine MEP to become compliant with ISO/IEC 17025:2005, an international standard for testing laboratories. This has allowed our company to keep pace with anticipated changes within our industry."

Bill Keleher, CEO